



George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

QD-A-008
REVISION: BASELINE
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ORGANIZATIONAL INSTRUCTION

New Employee Orientation and Sponsor Program

OPR(s)

All QD Departments

OPR DESIGNEE

Sandra Such

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DOCUMENT HISTORY LOG

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New Employee Orientation and Sponsor Program

1. PURPOSE, SCOPE, APPLICABILITY

1.1. Purpose – The purpose of this instruction is to ensure the smooth transition of new S&MA employees into the Safety and Mission Assurance (S&MA) Directorate.

1.2. Scope – This instruction shall be used as a guide to ensure the transition of new S&MA employees is accomplished with minimal confusion and stress, and to help the new employee feel welcome and become familiar with the Marshall Space Flight Center (MSFC) and S&MA work environment.

1.3. Applicability – All new S&MA employees including outside hires, transfers from outside the directorate, and transfers within the directorate from one department to another, sponsors, and supervisors.

2. DOCUMENTS (Applicable and/or Reference)

2.1. Applicable Documents - None

2.2. Reference Documents – None

3. DEFINITIONS

3.1 Sponsor. – A sponsor is an employee who is designated by the Department Manager to assist new employees who are transferring into their organization. Employees who are experienced with the working processes of the department and possess a positive attitude and a sincere desire to help and assist new employees shall be considered as candidates for selection as a sponsor. Sponsors should be on the same team as the new employee whenever possible.

NOTE: For consistency department managers may elect one employee from within the department to serve as the sponsor for all new employees transferring into the department.

4. INSTRUCTIONS

4.1. Department/Office Supervisors shall select employees within their organizations to serve as sponsors for new employees in accordance with the sponsor program guidelines and be responsible for the completion of the “S&MA New Employee Orientation Checklist” in accordance with the time frames identified on the checklist.

4.2. Sponsor’s shall, in addition to performing the activities identified in Appendix A, assist the new employee in understanding their roles and responsibilities and help guide them through the

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basic process of performing assigned tasks (to include providing go-by examples of how the tasks have been and should be performed).

4.3 Department/Office Supervisors, Management Support Assistant (MSA), and QD03 personnel shall perform functions in accordance with the responsibilities identified in the "S&MA New Employee Orientation Checklist" Appendix A.

4.4. QD03 shall initiate the employee checklist and provide a blank employee checklist to the Department Manager approximately one month prior to the arrival of all new employees. QD03 shall administer the "S&MA New Employee Survey" Appendix B, after the new employee has been in S&MA for a period of approximately six months.

5. NOTES

5.1. OI Replacement – Not Applicable

6. SAFETY PRECAUTIONS AND WARNING NOTES

None

7. APPENDICES, DATA, REPORTS, AND FORMS

7.1. Appendix A, "S&MA New Employee Orientation Checklist"

7.2. Appendix B, "S&MA New Employee Survey"

8. RECORDS

Record	Repository	Period of Time
1. "S&MA New Employee Orientation Checklist"	Administrative Officer (QD03)	1.Destroy after validated.
2. "S&MA New Employee Survey"		2.Destroy after 5 years

9. TOOLS, EQUIPMENT, AND MATERIALS

None

10. PERSONNEL TRAINING AND CERTIFICATION

None

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11. FLOW DIAGRAM

None

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Appendix A

S&MA DIRECTORATE SUPERVISOR NEW EMPLOYEE ORIENTATION CHECKLIST

(Sections I – V to be completed and returned to Administrative Officer within 30 days of arrival)

Employee Name _____
Organizational Unit _____
Entrance on Duty (EOD) Date _____
Sponsor/Coach _____

SIGNED BY SUPERVISOR: _____

TOPIC/ACTIVITY	RESPONSIBLE	DATE COMPLETED
I. Prior to Arrival (EOD 1 Week)		
Work space is ready (clean and organized)	Supervisor/ MSA	
All equipment installed (computer, phone - if not installed – on order)	Supervisor	
Assign sponsor	Supervisor	
II. Welcome and Introduction (Date of Arrival)		
Human Resources calls Supervisor to escort new employee to office	Sponsor/MSA	
Notify Administrative Officer new employee has arrived	Sponsor/MSA	
Introduce to supervisor	Sponsor	
III. Welcome and Introduction (First Week)		
Personally introduce them to all groups. Pointing out group leads, team leads, ESA/MSAs, and Administrative Officers	Sponsor	
Give new employee brief overview of what each group's roles and responsibilities are and how it all fits into the safety and mission assurance directorate. (organizational chart)	Supervisor/ Group Leads	
Identify Point-of-Contact for services (computer access, etc.) (see reference POC guide)	Supervisor	
Explain internal communication (phone system, electronic directory, e-mail, Inside Marshall, emergency contact, etc.)	Sponsor/MSA	
Schedule New Employee Orientation	Supervisor	
Tour facilities. Inform new employee of MSFC services (bank, barber, taxi, health club, auto service, post office, childcare, medical center, learning center, etc.)	Sponsor	
Give new employee support group list (names and phone# of employees of same type and level who are willing to give assistance)	Sponsor	
Introduce new employee at QD01 staff meeting	Supervisor	
Order keys, business cards, cell phone, and/or pager (if applicable)	Supervisor/ MSA	
IV. The Work Environment (First Week)		
Review appropriate Job Hazardous Analysis (JHA) Plan	Supervisor	
Discuss restricted Area, access training and badging, (if applicable)	Supervisor	

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Explain tools and their location (e.g., SAP, ISO documents, forms)	Supervisor/ MSA	
Explain new employee's impact on workload and organization.	Supervisor	
Explain new employees work assignment. Clarify expectations regarding responsibilities, job tasks/description, standards, procedures, decision-making authority	Supervisor	
Review work schedule, leave policies, timekeeping, etc.	Supervisor	
Explain career advancement opportunities	Supervisor	
Give new employee feedback (S&MA New Employee Survey)	Supervisor	
V. The Basic Operations (First Month/On-Going)		
Explain policies/Mandatory Training: <ul style="list-style-type: none"> o Annual IT security training https://solar.MSFC.nasa.gov o Ethics & financial disclosure requirements http://cco.MSFC.nasa.gov/ethics.html o Equal opportunity http://eo.MSFC.nasa.gov/ o Safety, Health & Environmental (SHE) program video & training module o Safety Culture Training (class list on SHE homepage) 	Supervisor/ MSA	
Development opportunities and Training: <ul style="list-style-type: none"> o IDP o Professional development o Roadmaps o Rotational assignments o Coaching/mentoring o Focus training, college courses, and other training o Learning center, 4200 basement - educational books, tapes, CDs 	Supervisor/MSA	
Travel for the government: <ul style="list-style-type: none"> o Travel card o Toll free number (1-888-245-6732) to check voice mail o Each department will establish procedures to handle travel request and vouchers. This will be address with the new employee by the responsible MSA and/or the Supervisor 	MSA	
Review appropriate job hazard analysis	Supervisor	
Review emergency evacuation plan	Supervisor/MSA	
Prepare and discuss with employee Performance Management Plan and Position Description (Sign form MSFC 4282)	Supervisor	
Discuss maintaining personal records file (training, awards, reassignments, etc.)	Supervisor/MSA	
VI. Mission, structure and values (first year – to be discussed with Supervisor at Performance Evaluation mid-term and/or final evaluation)		
MSFC and S&MA mission and values.	Supervisor	
MSFC and S&MA internal and external customers	Supervisor	
MSFC organizational structure (directorates, groups, etc.) (org. chart)	Supervisor	
Future direction and goals for S&MA and MSFC	Supervisor	
MSFC who's who	Supervisor	

NOTE: Not all blocks are applicable if employee is not new to MSFC. Put N/A in those blocks.
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Appendix B

S&MA Directorate New Employee Survey

(To be completed and returned to Administrative Officer within 30 days of arrival)

Name of Employee: _____ Organizational Code: _____

Entrance on Duty Date: _____

Name of Sponsor: _____

Name of Supervisor: _____

A new career or a new location can be very challenging. Sharing your experiences will help us improve our existing processes for supporting and welcoming employees to the S&MA Directorate at MSFC.

Statement	1-5 Days	4-10 Days	10-15 Days
1. I was provided furnished office space and supplies			
2. A computer and a telephone was available			
3. I had access to internal communication systems (Inside Marshall, phone listing, etc.)			
4. Safety and emergency procedures were explained to me			
5. I was assigned a sponsor			
6. I began to contribute added value to the organization			
Statement	Very True	True	Not True
7. I know who to notify or to contact for assistance if I encounter an unsafe situation			
8. I felt very welcome on my first day in S&MA			
9. My sponsor helped me gain an understanding of the basic work place			
10. My sponsor lessened confusion about general concerns			
11. My sponsor helped me gain familiarity with organizational culture, attitude and expectations			
12. My sponsor introduced me to applicable customers			
13. My supervisor and team lead explained key policies I needed to know to perform my job (e.g., computer security, records, ethics, etc.)			
14. My supervisor and timekeeper helped me understand the time and attendance system and policies			
15. The S&MA Organizational Work Instructions (OWIs and MWIs) help me perform my job well			
16. My IDP is a valuable planning tool to define and reach short and long term career goals			

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17. There was a correlation between my expectations from the interview process and my actual experiences to date			
18. I identify with NASA and enjoy working here			
19. I understand the relationship of my work to the NASA mission/customer needs			
20. I feel a personal commitment to my work			
21. I know who my customers are			
22. I understand how my customers support the NASA/MSFC mission			
23. My customers appreciate what I do			
24. The S&MA Orientation briefing provided valuable information in helping get started in my new job.			

25. What would have made you feel more welcome your first week in the S&MA Directorate?
26. What formal training or informal coaching would have given you confidence more quickly to do your job?
27. Please provide any other feedback or insights that could help other employees new to S&MA have a positive experience.

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28. To be discussed with Supervisor at Mid-Term and/or Final Evaluation – First Year
- A. If new to MSFC - How long after you came to S&MA did you take the S&MA New Employee Orientation Course? (Within 1 month; 2-3 months; 4-6 months; 7-12 months; more than a year; Not Applicable)
- B. At what point do you recommend taking the S&MA New Employee Orientation Course to receive the most benefit?

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